

Our Vision

To be one of the best independent community hospitals in America

Our Mission

To be our communities' trusted choice for exceptional patient-centered care

Our Values

Quality: We relentlessly pursue clinical quality, patient safety and service through evidence-based medicine and best practices

Utilization: We carefully steward our human, organizational, material and financial resources

Awareness: We are responsive to our patients' and communities' evolving health needs

Learning: We are an organization that fosters a thirst for new knowledge, skills and ideas

Innovation: We continually evolve and implement cutting-edge practices, services, technologies and programs to create optimal outcomes

Teamwork: We recognize delivery of exceptional patient care requires collaboration among providers, patients, families and other community partners

Yesterday: We celebrate our rich history and use its lessons as a springboard to propel us toward peak performance everyday in service to our patients, communities, staff and physician

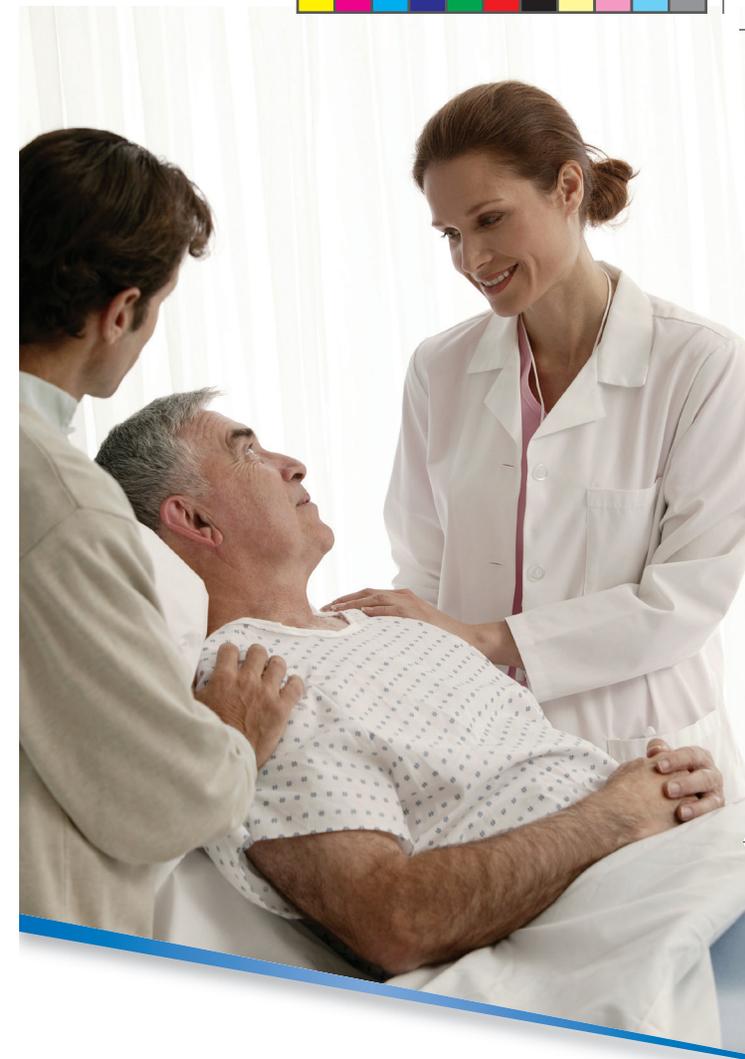


Intensive Care Unit Director

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Intensive Care Unit



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The doctor has admitted your family member to our Intensive Care Unit (ICU). Patients who need close observation and monitoring after major surgery or during an illness will spend some time in this unit. Our goal is to provide the best possible care to patients and their loved ones during this critical and often stressful time. Should you have any questions during your stay, please do not hesitate to ask!

When may I visit?

We believe that family and friends are important to the healing process. With that in mind, you may visit your loved one 24 hours a day. Please understand that there may be times during your loved one's stay that the care team may ask you to limit visiting or have only two visitors at a time. This may be to promote healing and rest after a long night or in preparation for a procedure.

Within the ICU, shift change occurs between 7:00-7:30 am and 7:00-7:30 pm. Patient Care Rounds

are conducted between 9:00-9:30 am. During both shift changes and rounds, confidential information is reviewed with the care team. We ask that if you are visiting during these times, you remain at your loved one's bedside.

We recognize this is a very stressful time for you and your family. While visiting your loved one may bring comfort to you and the patient, it is important for you to take time to rest and care for yourself.

Please let us know if there is anything we can do to help you and your family.

The Team

Our Physicians

One of our physicians will oversee all the care given to your loved one

Our Nursing Staff

The nurses in the ICU are specially trained to provide critical care to our patients.

Respiratory Therapist

A Respiratory Therapist (RT) may be needed to monitor and adjust oxygen based on the patient's needs. The RT also cares for the breathing machine and may assist with the care of a patient who has an endotracheal tube.

EICU

The ICU is linked into a team of intensive care medicine specialists for additional monitoring and support from UMass Medical Center in Worcester 24 hours a day.

Dietician

The dietician assesses the nutritional needs of the patient. The dietician will recommend nutrition based on the patient's condition.

Case Managers and Social Workers

A case manager or social worker may be appointed to your loved one to assist with discharge and after care planning.

Physical Therapist

A Physical Therapist (PT) may assist the patient with movement including getting in and out of bed.

Pharmacist

A pharmacist may be included in the patient's care plan and used as a resource for the nurses and doctors when prescribing medications.

Clergy/Spiritual Care

If you wish to meet with clergy staff, please ask the nurse caring for your loved one.

Equipment you may see in the ICU

- Heart Monitor
- Oxygen
- Endotracheal Tube
- Ventilator (breathing machine)
- Nasogastric Tube
- Arterial Line
- Central Line
- Nebulizer/other breathing mask